

CONNECTING YOU TO THE POWER OF  
**INFORMATION IMMEDIACY™**

# NURSE CALL INTEGRATION

## A CONNEXALL® SOLUTION

### Increased patient satisfaction through the power of Information Immediacy

Nurse call systems are front-line tools for delivering the best patient care in hospitals and long-term care facilities today. As the primary means of communication between patients and nursing staff, nurse call systems have the power to enhance patient comfort and well-being while making it easier for hospital staff to closely monitor patients.

Since nursing is an increasingly mobile profession, many of the benefits of a nurse call system can be lost in a maze of missed calls and unclear requests. By enabling direct, two-way communication between the patient's bedside nurse call station and the nurses' wireless device, Connexall ensures that your facility is getting the full benefit of your existing systems. Since nurses can speak directly to patients without going to the bedside, they can determine patient needs, prioritize tasks, and satisfy requests faster and more efficiently.

As more healthcare facilities adopt new tools to improve care, staff are expected to operate multiple diagnostic systems, communication devices, alarm systems, and manage patient requests. Slow connections, multiple brands of phones, and noise make it harder than ever for staff to manage their workload. Connexall integrates multiple tools and technology, resulting in immediate patient-to-staff communications,

complete nurse mobility, and a quieter healing environment for patients. As patient calls get answered — by the right person, at the right time — both quality of care and patient satisfaction improves significantly.

Saving you time and money, Connexall makes it easy to assign devices to rooms or beds. Manage staff schedules/shifts with the click of a button, append patient information along with related nurse call activity, and generate meaningful reports without using whiteboards or paper!

Calls coming from a patient can be relayed directly to the nurse's wireless phone or pager in real time. In addition, Connexall can be integrated to older, pager-based legacy nurse call systems, eliminating overhead noise and creating a quieter, stress-free healing environment. By integrating to a nearly-infinite number of systems and devices, Connexall lets you extend the life of your current systems and optimize the performance of ALL of your devices.

### Reporting

Included in the core of Connexall is robust management reporting capability, providing management teams with data relevant to their specific departments, and allowing for precise fine tuning of workflow processes. Managers can leverage this tool to improve overall operational efficiency and manage workload.

**Connexall**<sup>®</sup>  
CONNECTIVITY WITHOUT LIMITS

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# Connecting healthcare environments to the power of information immediacy.

## Additional Integration

Easily integrate new devices and monitoring software, or adapt new tools and procedures in your facilities. Connexall integrates with virtually any business system including: wireless phone systems, HL7, paging controllers, patient monitors, telemetry, security systems, fire alarms, access control, PBX, network equipment, HVAC and many more. At one central location, staff can manage and monitor events from different business systems.

## Simple to Use, Easy to Learn

Connexall's user interface is intuitive - so staff training is easy. With one touch of a button, supplies can be requested, staff can be contacted, calls can be forwarded, and reports can be generated. Acknowledging requests, signing in or out, and escalating calls takes mere seconds – ensuring efficiency. With improved communication, patient flow, staff accountability, and data measurement, clinicians can spend more time on what matters most - quality patient care.

## Results you can count on

By creating direct two-way communication between patients and nurses and allowing for instant notification for patient monitors, Connexall has improved the health care experience at Trillium Health Centre's 136 bed West Wing Tower. Patients and nurses provide the most dramatic evidence:

- Marked increase in positive comments regarding nursing: "nurses are wonderful, attentive, professional, they're there for me."
- Increased number of patients saying "I don't want to go home."
- "It is so peaceful and quiet here...it helps me do my work."
- "I spend more time in patient rooms."
- "Satellite stations are quiet...I can think and concentrate on what I'm doing...my documentation has improved...computers are available...I can look up lab results...I'm not as tired."

"All the technologies employed serve the single purpose of putting the needs of patients and staff first," says Patti Cochrane, Vice President of Patient Services and Quality at Trillium. "We're not so much interested in bells and whistles, but in how technology can improve the human experience here at Trillium."

- ✓ Instant notification to any communication device can relay patient requests, alarms, and events
- ✓ Leverage existing technology infrastructure: Connexall is completely vendor-neutral – allowing you to enhance existing equipment, or choose new, best-of-breed systems
- ✓ Create a quieter healing environment for patients increasing patient and staff satisfaction
- ✓ One-touch callback: instantly return messages or calls at the touch of a button
- ✓ Communication acknowledgment: on receipt of alarm, staff can acknowledge, escalate, or cancel a low-priority event